Spring 2021
Student Support Guide

This guide contains contact information, virtual office hours, and website links to academic and student support services.

For updated and more detailed information, please visit the website at: www.miracosta.edu/student-services

**If you are unable to access this document or would like to request a different format, please contact DSPS at 760-795-6658.

MiraCosta College
1 Barnard Drive, Oceanside, CA 92056
3333 Manchester Avenue, Cardiff, CA 92007
1831 Mission Avenue, Oceanside, CA 92058
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culture of Care</td>
<td>3</td>
</tr>
<tr>
<td>Academic Support</td>
<td>5</td>
</tr>
<tr>
<td>Student Support</td>
<td>11</td>
</tr>
<tr>
<td>Co-Curricular Services</td>
<td>25</td>
</tr>
</tbody>
</table>
MiraCosta College (MCC) embraces a holistic and seamless approach to student learning. Through programs and services, we are committed to student success by creating a culture of care and support.

MiraCosta is committed to a proactive approach to helping our students succeed while maintaining a safe environment for the entire campus community.

In order for students to be successful, our goal is to help them be:

- **Directed:** have a goal and know how to achieve it
- **Focused:** stay on track to reach their academic goals
- **Nurtured:** we are here to help by providing tools and resources
- **Engaged:** by actively participating in class and co-curricular activities
- **Connected:** become part of the college community
- **Valued:** skills, talents, abilities, and experiences are recognized and positive contributions to this learning environment are appreciated

Additionally, every week on Monday, a MiraCosta College Student Success email is sent to all students. The email includes important deadlines and activities for that week.

The following pages provide some information on student support services that can help students be successful at MiraCosta.
The Campus Assessment, Resources, and Education (CARE) Program is responsible for addressing the basic needs and other identified concerns of students through a holistic approach. The CARE team is committed to providing case management support to students through ensuring connections to on and off campus resources that will address food, housing insecurity, childcare, transportation, mental health, and more. If you or someone you know may benefit from our program, you may submit a CARE referral and a CARE Team member will outreach to determine how we can best provide care and support via phone, email, or Zoom.

For a list of available resources, please review our CARE Resource Guide for Basic Needs and our website for additional information and resources including application forms for the Emergency Grant and Student Technology Request.

Contact:
care@miracosta.edu

Oceanside Campus
760.757.2121 x6480 or x2135

San Elijo Campus
760.634.7806

Community Learning Center
760.795.8719

Mailing Address
MiraCosta College CARE, MS 12A
1 Barnard Drive
Oceanside, CA 92056
Social Media

Virtual Office Hours:
Monday – Thursday: 8:30am - 4:30pm
Friday: 8am - 3pm

Community Learning Center
Monday – Thursday: 8:30am - 5pm
Friday: 8am - 2pm

Appointments:
CARE Referral Form
The Academic Proctoring Center (APC) and Testing Office offer virtual assessment and proctoring services to current and incoming MiraCosta College students.

**Contact:**
- testing@miracosta.edu
- proctoringcenter@miracosta.edu
- 760.795.6685

**Virtual Office Hours:**
- Monday – Tuesday: 8am – 6:30pm
- Wednesday – Thursday: 8am - 8pm
- Friday: 8am – 4:30pm
- Saturday: 9am – 3pm

**Appointments:**
- Schedule an appointment

**Mailing Address**
MiraCosta College
Testing Department, MS 10B
1 Barnard Drive
Oceanside, CA 92056

**Social Media**
[Connect with us.]
Library and AIS Open Computer Lab

Lab assistants are available to provide support to MiraCosta students with course related and computer questions in the Online Open Computer Lab. Lab assistants are trained to answer your questions with a click of a button. The Online Open Computer lab uses the easy to access Canvas program Cranium Café. Getting connected to a lab assistant is easy and convenient, you can chat with a lab assistant for those quick questions or join a video meeting for more in-depth questions.

Please use the button below to access the main page for the Online Open Computer Lab and get started with getting your questions answered.

Online Open Computer Lab

Librarians are available to help with research via our online 24/7 chat service. The library offers students online access to many resources, including books, journal articles, and streaming videos. Students may request that books and DVDs be mailed to them. The Library has many laptops and mobile hotspots available for spring semester long loans. Please fill out a Student Technology Request form at https://library.miracosta.edu/care and a staff member will be in touch regarding equipment delivery.

LIBRARY WEBSITE

24/7 Chat

Contact Us: library@miracosta.edu
Text Us! 760-884-4682
Math Learning Center (MLC)

The Math Learning Center (MLC) is designed to help students enrolled in any MiraCosta mathematics, statistics, or PHIL110 class. The MLC provides free drop-in and appointment-based tutoring. Students are invited to work on their homework in the MLC and ask questions when they need help. Students can go by themselves or with classmates. Students will find supportive staff and various resources in the MLC available to help supplement course instruction.

Contact:
stemlc@miracosta.edu

Oceanside Campus
760.757.2121 x6381

San Elijo Campus
760.757.2121 x7781

Community Learning Center
760.757.2121 x8843

Mailing Address
MiraCosta College
Math Learning Center, MS 9
1 Barnard Drive
Oceanside, CA

Social Media

For issues connecting with us online, please leave a voicemail with Scott Fallstrom (Faculty Director) and we will return your call: 760.757.2121 x6501 (voicemail only).

Live Online Drop In Hours:
Please see website for online drop-in hours.

Appointments:
Make An Appointment

Drop In Schedules:
STEM Drop In Schedule
MLC Drop In Schedule
The MiraCosta Science, Technology, Engineering and Mathematics (STEM) Learning Center provides free online tutoring (both drop-in and scheduled appointments) for students in Biology, Biotechnology, Chemistry, Computer Science, Physics, and most courses in Astronomy, Oceanography, Earth Science, Geology, Horticulture, and Physical Science.

**NOTE:** While there is an "m" in STEM, support for mathematics is through the [Math Learning Center](mailto:stemlc@miracosta.edu) where you can find help with Mathematics, Statistics, and Philosophy 110 courses.

**Online Tutoring:**
Access live drop-in tutoring, use virtual study rooms (individual and group), schedule appointments, drop-off a question, and obtain workshop information:

- [STEM WEBSITE](https://stemlearningcenter.miracosta.edu)
- [GENERAL TUTORING INFORMATION](https://stemlearningcenter.miracosta.edu)

**Live Online Drop In Hours:**
Please see website for online drop-in hours.

**Appointments:**
[Make An Appointment](https://stemlearningcenter.miracosta.edu)

**Drop In Schedules:**
- [STEM Drop In Schedule](https://stemlearningcenter.miracosta.edu)
- [MLC Drop In Schedule](https://stemlearningcenter.miracosta.edu)

For issues connecting with us online, please leave a voicemail with Scott Fallstrom (Faculty Director) and we will return your call: 760.757.2121 x6501 (voicemail only).
We hope that you stay safe and healthy. The Tutoring and Academic Support Center’s services are here to help you transition to become an online learner, effective scholar, and emerge as a college student. We offer several types of tutoring and academic support services: drop-in, 1:1 appointments, in-class assistance, academic success coaching, and student success workshops. We support your learning with CRLA trained and qualified peer tutors and academic success coaches to help you reach your fullest potential. Updates to the tutoring schedule and links below will be updated on our website.

Contact:
760.795.6682
*Please leave a message and we can call you back and/or set up a Zoom virtual meeting

Virtual Office Hours:
Monday-Thursday: 7:30am - 4:00pm
Friday: 7:30am - 3:00pm

Mailing Address:
MiraCosta College
TASC, MS 9
1 Barnard Drive
Oceanside, CA 92056

Social Media

Appointments:
Make an online 1:1 Zoom tutoring appointment

Drop-in Group Tutoring:
Accounting, Economics, Computer Studies & Information Technology, Design, Economics, Media Arts & Technology, Music, Sociology,

Academic Success Coaching Lounge

Community Learning Center courses Drop-in
Welcome to the New Online Writing Center! As before, you can drop-in, work on your writing, ask for feedback when you're ready, socialize a little with others, and get those papers written for your classes. We also have breakout rooms for your group meetings. We know it won’t be easy doing this from home, but writing is rarely easy. And we're here for you. Just like always.

Consultants and coaches will all be available to provide feedback and speech support. Coaches will also be able to help with our grammar, reading, and scholarship and transfer services. It's all online now. Oh, and if you prefer sending your paper and getting video feedback like we've offered for years, that's available too.

**Live Hours:**

Monday-Thursday: 8 am - 7 pm  
Friday: 8 am - 4 pm  
Saturday: 12 noon - 5 pm  
Sunday: 2 pm - 7 pm

**Mailing Address:**  
MiraCosta College  
Writing Center, MS 9  
1 Barnard Drive  
Oceanside, CA 92056

**Social Media**

**Appointments:**

[Zoom Appointments](#)  
[Video Feedback Appointment](#)

Watch a video: "How to Make and Keep a Live Online Writing Center Appointment"
Academic Counseling provides advising and educational planning for students to be successful in achieving their educational goals and at MiraCosta. Students can meet with a counselor via 45-minute appointment; express and mobile counseling; online express chat and appointments; workshops; and informational videos. Students must have a comprehensive education plan to obtain and maintain priority enrollment.

**Virtual Office Hours:**
Monday – Thursday: 8am - 7pm  
Friday: 8am - 3pm

**Contact:**
oneonlineadvisor@miracosta.edu

**Mailing Address:**
MiraCosta College  
Counseling Department, MS 10C  
1 Barnard Drive  
Oceanside, CA 92056

**Virtual Office Hours:**
Community Learning Center  
(Noncredit Counseling)  
Monday – Thursday: 8am - 8pm

**Contact:**
ncstudentsupport@miracosta.edu

ged@miracosta.edu

**Social Media**
Connect with us.
The Admissions and Records Office is responsible for processing applications for admission; registering students in credit and noncredit classes; processing grades; evaluating records for graduation certificates and transfer; providing official transcripts; and enforcing academic regulations and deadlines.

**Virtual Office Hours:**

**Oceanside & San Elijo Campuses**
Monday - Thursday 8am - 7pm  
Friday 8am - 3pm

**Community Learning Center**
Monday - Thursday 8am - 7pm  
Friday 8am - 2pm

**Contact:**

Admissions Chat
admissions@miracosta.edu

Oceanside Campus
760.795.6620

San Elijo Campus
760.634.7870

**Mailing Address:**
MiraCosta College  
Admissions & Records, MS 10A  
1 Barnard Drive  
Oceanside, CA 92056

**Social Media**

Connect with us.
The Career Center empowers students to make informed, intentional career decisions. They offer help with choosing a major; exploring careers, salaries, and demand; career assessment and counseling, internships and cooperative work experience, resume reviews, interview practice, job and internship fairs, workshops, and appointments.

**Virtual Office Hours:**
Monday – Thursday: 8 - 4:30pm  
Friday: 8am - 3pm

**Mailing Address:**
MiraCosta College  
Career Services, MS 8A  
1 Barnard Drive  
Oceanside, CA 92056

**Contact:**
Phone: 760.795.6772  
Email: careers@miracosta.edu

**Appointments:**
Call, email, or chat live with a career peer
Disabled Students Programs & Services (DSPS)

Provides legally-mandated, academic accommodations and support services for students with disabilities to ensure equal access to college programs and activities such as: educational and disability management counseling; alternate format materials (braille, text-to-speech, large print); note takers and sign language interpreters; learning disability assessment; extended time accommodations, equipment loan, specialized English and math support courses and advocacy.

VirtualOffice Hours:
Monday – Thursday: 8am - 4:30pm
Friday: 8am - 3pm
Evening hours by appointment

Contact:
Phone: 760.795.6658
Fax: 760.795.6604
dsps@miracosta.edu

Appointments:
Chat live with a DSPS Team Member
or
Request a DSPS Appointment and/or
General Information

Mailing Address
MiraCosta College
DSPS, MS 3B
1 Barnard Drive
Oceanside, CA 92056

Social Media
Extended Opportunity Programs & Services (EOPS) assists students who are economically, socially, and educationally disadvantaged. EOPS provides specialized counseling, education planning, priority registration, textbook vouchers and loans, and CalWORKs program.

Contact:
760.359.8310
Fax: 760.967.6420

Click here to Request Information

Virtual Office Hours:
Monday: 8 am - 4:30 pm
Tuesday - Thursday: 8 am - 6:30 pm
Friday: 8 am - 3 pm

Appointments:
Chat with an EOPS Team Member
Chat with an EOPS Counselor

Mailing Address:
MiraCosta College
EOPS, MS 3B
1 Barnard Drive
Oceanside, CA 92056

Social Media

Connect with us.
The Financial Aid Office provides financial assistance from various federal and state programs, including the MiraCosta College Promise. They also provide outreach and financial literacy education including workshops.

The Scholarship Office oversees the scholarship application process and distributes scholarships.

Contact:
760.795.6711
888.201.8480 x6711
Fax 760.795.6712
MCCFinAid@miracosta.edu

Virtual Office Hours:
Monday – Thursday: 8am - 7pm
Friday: 8am - 3pm

Appointments:
Chat with a Financial Aid & Scholarship Specialist

Mailing Address:
MiraCosta College
Financial Aid, MS 3A
1 Barnard Drive
Oceanside, CA, 92056

Social Media
Connect with us.
Health Services

We are open when classes are in session and offering TeleHealth and TeleTherapy visits with our nurses and mental health counselors. If you are a currently enrolled MiraCosta student and have paid the Health fee, you have access to Student Health Services, both Medical and Counseling/ Mental Health Services. If you are experiencing an emergency at a time when we are not open, please call 911, or for mental health crises 1-888-724-7240 or text COURAGE to 741741.

Medical Services
Medical services include care provided by registered nurses and a nurse practitioner. The Student Health Services administrative fee supports these services. Most services are provided without any additional cost to the student. Services include: Labs; illness assessment; TB risk assessments; Health education, information, and referrals; Prescription refills/prescription assistance programs; Telehealth appointments with the nurse practitioner. Please note: MiraCosta College Health Services is not intended or designed to be a comprehensive healthcare provider. Students may be referred to a healthcare provider in the community to best meet their healthcare needs.

Personal/Mental Health Counseling
Sessions are 50 minutes, one time per week for up to six consecutive weeks per semester. One-time drop-in crisis sessions of up to 50 minutes are also available. Sessions may be used for individual, relationship, or family counseling. Only one family/relationship member needs to be a MiraCosta College student. See the Spring 2021 Groups and Workshops here. Some common reasons to seek mental health counseling are: General overwhelm with life, Difficulties at school or work, Stress/ anxiety, Depression, Difficulty with sleep, Relationship challenges, Substance abuse, Concerns about eating, Sexuality, Gender identity, Traumatic life experiences, Pressure/trauma related to marginalization.

Contact:
760.795.6675
mccshs@miracosta.edu

Online:
Student Health Portal
Instagram @mcchealthservices
Facebook

Virtual Office Hours:
Monday-Wednesday: 8am-6pm
Thursday: 8am-7pm
Friday: 8am-3pm

Health Services is open when classes are in session (closed during breaks).
The International Office serves international students who have an F-1 visa including recruitment, admission, counseling, and visa advisory. We also advise students interested in studying abroad.

**Contact:**
1.760.795.6897
Toll-free outside 760 area code: 888.201.8480 x6897
Fax 1.760.757.8209
iip@miracosta.edu

**Mailing Address**
MiraCosta College
International Office, MS 12A
1 Barnard Drive
Oceanside, CA 92056

**Virtual Office Hours:**
**Oceanside Campus**
Monday – Friday: 8am - 5pm

**Appointments:**
Email us to make an appointment iip@miracosta.edu

**Chat:**
Chat Live With Us
MiraCosta College offers a wide variety of tuition-free noncredit courses at the Community Learning Center in Oceanside and at several locations throughout Oceanside and Carlsbad. See the Continuing Education Schedule to find out what courses are available. If you are a new student who needs help getting started, or would like more information about using our online systems, please review our Online Student Guide or our Online Student Guide Español.

Virtual Office Hours:
Monday – Thursday: 8am - 7pm
Friday: 8am – 2pm

Mailing Address:
Community Learning Center (CLC)
1831 Mission Avenue
Oceanside, CA 92058
Fax 760.795.8730

Contact:
Noncredit Admissions & Records Office
760.795.8710
noncredit@miracosta.edu

Adult Education Office
760.795.8736
adulted@miracosta.edu

Noncredit Counseling
Online Appointment with a noncredit counselor

Chat:
Admissions Chat (Adult High School/ESL/NonCredit)
Noncredit Counseling Chat
Noncredit Student Support Chat
Service Learning offers volunteer opportunities within the local and campus communities to fulfill course requirements and for co-curricular experiences. Service Learning cultivates community partnerships and operates a food pantry for students experiencing food insecurity supplying over 15,000 sack lunches and snacks a year. They also provide a list of local food pantries, food banks, and CalFresh information and assistance.

Virtual Office Hours:
Monday – Thursday: 8am - 4:30pm
Friday: 8am - 3pm

Evening appointments are available by request.

Appointments at the San Elijo and Community Learning Center campuses are also available upon request.

Mailing Address:
MiraCosta College
Service Learning, MS 10B
1 Barnard Drive
Oceanside, CA 92056

Contact:
760.795.6616
servicelearning@miracosta.edu

Appointments:
Email to make an appointment
servicelearning@miracosta.edu

Social Media

The MiraCosta College’s Student Help Desk assists MiraCosta College students with the following services:

• Provide first contact technical support to students who are experiencing issues with our campus online portals such as SURF, Canvas, FTP Servers, VMware, and Wi-Fi.

• Provide basic academic guidance and procedures such as registration, matriculation, searching, adding, dropping, and paying for classes, books, parking permits, grades, and transcripts.

• Troubleshoot login complications such as onboarding & unlocking accounts, passwords, and one-time Passcodes (OTP).

• Provide “How to” tutorials regarding our online portals.

• For assistance, students may contact the Help Desk via phone at 760.795.6655, email studenthelp@miracosta.edu, and/or the live chat room on the website.

Contact:
760.795.6655
888.201.8480 x6655
studenthelp@miracosta.edu

Virtual Office Hours:
Monday – Thursday: 8am - 8pm
Friday & Saturday: 8am - 4:30pm

Appointments: 
Chat live or make an appointment

Mailing Address:
MiraCosta College
Student Help Desk, MS 11A
1 Barnard Drive
Oceanside, CA 92056

Social Media
The Department of Student Equity advocates for communities who the collegiate system was not originally designed to serve or who have not historically been centered. We work to create and support new and existing resources that cultivate inclusion, diversity, and equity at MiraCosta by fostering student leadership, collaborating with campus partners, and raising awareness of the unique experiences of the diverse populations we serve.

The department provides leadership and coordination for Academic Success & Equity Programs (ASE), the Social Justice and Equity Center (SJEC), LGBTQIA+ services and programs, History and Heritage Months and Access conferences.

Specialized learning communities and programs through ASE include:

- **PUENTE Project** - The mission is to increase the number of Mexican American/Latino students transferring to four-year colleges and universities. PUENTE is open to all students.
- **Umoja** - (a Kiswahili word meaning unity) is committed to enhancing the cultural and educational experiences and increasing the persistence, retention, and transfer rates of African American and other students.
- **Resources & Assistance for Former Foster Youth (RAFFY)** - An innovative and powerful counseling program that provides specialized support services for former foster youth.
- **Mana** - (a concept, drawn from the cultures of Melanesia and Polynesia, describing a powerful miraculous force) is a program that builds a community among Pacific Islander students, offering specialized support and guidance toward educational goals.
- **Undocumented People Rise in Solidarity and Empowerment (UPRISE)** - UPRISE is a collaboration between California State University San Marcos and MiraCosta Community College to bolster academic success, enhance professional opportunities, improve personal wellness, strengthen institutional support, and increase allies for undocumented students and their families in North County San Diego. UPRISE offers free services to students and loved ones.

The SJEC is a student-driven space where all students can come to learn about social justice and equity topics in interactive workshops, get resources like snacks, supplies, and practice advocacy and dialogue skills.

LGBTQIA+ Equity works to ensure the inclusion and support of LGBTQIA+ students and employees through training, workshops, and events.

**Virtual Office Hours:**

Mon-Thurs: 8am - 5pm  
Friday: 8am - 3pm

**Contact:**  
760.757.2121 x6900

**Appointments:**  
Make an appointment with a member of the team by emailing:  
studentequity@miracosta.edu
The Transfer Center is the liaison to baccalaureate-level colleges and universities regarding admission policies and transfer requirements. They provide assistance with transfer research, online university applications, counseling, and educational planning for students transferring from MiraCosta. Services include counseling appointments and workshops.

**Contact:**

[transfercenter@miracosta.edu](mailto:transfercenter@miracosta.edu)
760.795.6880

**Mailing Address:**

MiraCosta College  
Transfer Center, MS 10C  
1 Barnard Drive  
Oceanside, CA 92056

**Virtual Office Hours:**

Monday – Thursday: 8am - 4:30pm  
(evenings by appointment)  
Friday: 8am - 3pm

**Appointments:**

[Schedule](mailto:transfercenter@miracosta.edu) a Transfer Counseling appointment

[Chat](mailto:transfercenter@miracosta.edu) with a Transfer Specialist
Veterans Services provides a place for military-affiliated students to find resources on Veterans Affairs (VA) educational benefits, MiraCosta student services, and community organizations that are dedicated to assisting veterans and their family members. In addition, students can process paperwork and get their courses certified for GI Bill benefits, including Montgomery and Post 9/11 GI Bill, Vocational Rehabilitation and Chapter 35 – Dependent Education Assistance. The center also provides a place for students to relax, study, and meet with friends.

MiraCosta College is one of two schools in San Diego County that has a VetSuccess on Campus (VSOC) representative. The VSOC is an employee of the Department of Veterans Affairs who works in Veterans Services to assist students with support to pursue their educational and employment goals.

The Veterans Services staff is committed to helping you achieve your academic goals. For more information, please visit our website.

**Contact:**
760.795.6750
vetsbenefits@miracosta.edu
vetsinfocenter@miracosta.edu

**Mailing Address:**
MiraCosta College
Veterans Services, MS 25
1 Barnard Drive
Oceanside, CA 92056

**Virtual Office Hours:**
Monday - Thursday: 8am - 7pm
Friday: 8am - 3pm

**Appointments:**
Make appointment or see if someone is available to chat live
MiraCosta College offers intercollegiate sports (men’s and women’s soccer, men’s and women’s basketball, women’s volleyball and women’s beach volleyball) as well as club sports (men’s and women’s rugby and men’s and women’s surf team).

MiraCosta also has a robust intramural sports program, which is a free program for enrolled students. Intramural sports typically offers events like hiking, kayaking, dodgeball, soccer and more. During the 2020-21 academic year, events will be planned if a safe environment can be ensured for all who participate.

With questions on any athletic or intramural sports program you can reach out to Shannon Tuise’e at stuisee@miracosta.edu or 760-757-2121 ext. 6194.
Student Life & Leadership (SLL) cultivates a community where students can build connections and stay involved with their Spartan Experience. SLL can help students track their involvement across campus with their Co-curricular Learning Transcript, which they can refer to in their transfer applications and job interviews as they learn and grow their leadership skills.

SLL supports more than 35 student clubs and organizations! Some of our most active clubs include the Black Student Union (BSU), Latina Leadership Network (LLN), the Gender Sexuality Alliance (GSA), and Movimiento Estudiantil Chicanx de Aztlán (M.E.Ch.A). Our notable organizations include Phi Theta Kappa Honors Society (PTK), Chariot News Media, and the Associated Student Government (ASG). The ASG is a group of student leaders who represent students across the district and drive equity-focused goals forward through hosting College Hour events and through ASG committee work, such as the Diversity, Equity & Inclusion committee, to strive for progress across campus to best support our community.

SLL offers the Emerging Leaders Institute (ELI) where students learn about and tap into their strengths to advocate within their communities and create change. In the past students have explored colorism, engaging with elders, and service-focused work through their time in ELI. Connect with us today!

Contact:

**Oceanside Campus**
760.795.6890

**San Elijo Campus**
760.634.7806

**Mailing Address:**
MiraCosta College
Student Life & Leadership, MS 12A
1 Barnard Drive
Oceanside, CA 92056

**Social Media**

Virtual Office Hours:

Monday – Thursday: 8 am – 4:30 pm
Friday: 8 am – 3 pm

Appointments:

We are here for you through Virtual Connection!

Please email SLL@miracosta.edu with questions or to set-up a phone or Zoom appointment.